

**AmerenUE**

**1999**

**GENERAL ASSESSMENT  
OF ELECTRIC SERVICE**

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**May, 2000**

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## AmerenUE 1999 Reliability Assessment

### I. Introduction

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AmerenUE presents this 1999 General Assessment of Electric Reliability to the Illinois Commerce Commission in accordance with Section 411.160 of the 83 Illinois Administrative Code 411.

AmerenUE outage tracking system was capable of tracking controllable interruptions for 1999.

### II. Customer Satisfaction Survey

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Generally speaking, our customers considered AmerenUE to be a good provider of reliable electric service at a cost comparable to other electric service providers as evidenced by our annual customer survey. The results of this survey are detailed in Attachment A.

[411.120 b) 3) G) v)]

### III. Distribution and Transmission Facilities Financial Information

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- A. Nearly all Distribution and Transmission expenditures have an impact towards maintaining or improving reliability. AmerenUE plans to make the following expenditures in 2000 and the next 3 years, 2001-2003. Also included are the actual 1998 and 1999 expenditures. Actual expenditures deviated from planned expenditures due to 1998 storm related expenses that were final billed in 1999 and tree trimming expenses were not included in 1999-2002 planned expenditures. Future planned distribution expenses were increased because of increased wage cost data in our updated corporate budget estimating model.

	1998	1999	2000	2001	2002	2003
Distribution	\$8,743,000	\$11,234,000	\$11,345,000	\$11,225,000	\$11,265,000	\$11,243,000
Transmission	\$6,663,000	\$2,627,000	\$2,641,000	\$2,641,000	\$2,641,000	\$2,641,000
Expenditures are in constant 1998 dollars.						

[411.120 b) 3) A)] [411.120 b) 3) B)]

These values are also included on Attachment B where these values are compared to our Distribution and Transmission Plant investment and average remaining depreciation lives.

[411.120 b) 3) G) iii) & iv)]

Included as Attachment C are the relevant characteristics of each operating area and a qualitative assessment of the equipment and facilities in each operating area.

[411.120 b) 3) G) i)]

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B. There are numerous operating practices performed at AmerenUE which are performed on a periodic basis that do have direct bearing upon reliability. Nearly all of these activities are performed to allow AmerenUE to identify problems and potentially prevent customer interruptions from occurring. These practices will not be identified as specific reliability projects. Some of the more important ones are noted below:

1. Periodic Substation Inspections
2. Infra-red Scanning Substations on Periodic Basis
3. Substation and Relay Equipment Maintenance and Testing on Periodic Basis
4. Line Inspections on a Periodic Basis
5. Installation of Animal Protective Guards in Susceptible Areas
6. Periodic Review of System Reliability and System Loadings

C. Specific Reliability Projects [411.120 b) 3) A) iii) iv) viii)

AmerenUE does consider the effects on customers and the cost of reducing the number of planned and unplanned interruptions in our reliability projects.

1. Aerial Sub-transmission Infrared Inspection - The present plan is to perform an aerial inspection of the sub-transmission system on a 3-year cycle. This project enables AmerenUE to identify and fix problems (loose connections, weak splices, air break switches, etc.) before any interruptions might actually occur.
2. Worst Performing Feeders - From outage information, the worst performing feeders are identified annually. The worst performing feeders list is developed based on the previous year's historical performance and cannot be specifically projected into the future. There is a formalized reporting process to ensure that proper steps are taken in the problem analysis and remediation identification processes. The evaluation criteria for determining these are not strictly determined from CAIFI, SAIDI, or CAIFI
3. Lightning Protection - Identification of where lightning protection enhancement projects can provide major benefits will continue. The lightning protection projects list is developed based on the previous 3-year's historical performance and recommendations by the district.
4. Pole Inspection and Treatment - Data collected in the first phase of the sub-transmission and distribution backbone inspection will be analyzed to evaluate such things as percent of poles that failed test, percent reinforcement, etc. By performing this inspection, we will be able to identify and replace or repair poles that might otherwise fail and result in unplanned customer interruptions. This is an on-going reliability project.

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5. Annual Tree Trimming – Trimming distribution and transmission circuits will continue on a periodic cycle. The crews use “natural” tree trimming methods that are intended to direct future tree growth away from power lines.

### D. Unresolved Reliability Complaints

AmerenUE has no unresolved reliability complaints from other entities.

[ 411.120 b) 3) A) v) ]

## IV. Interruption Information

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### A. Number and Duration of Planned and Unplanned Interruptions for 1998 and 1999

The impact on customers of planned and unplanned interruptions are inconveniences to the customer since they have no electricity during the interruption.

	# of Interruptions	Duration
Planned Interruptions – 1998	255	477 hours
Planned Interruptions – 1999	394	523 hours
Unplanned Interruptions - 1998	3,147	20,865 hours
Unplanned Interruptions –1999	2,162	5,966 hours

[ 411.120 b) 3) C) ]

In 1998, several major storms occurred causing most of the customer interruptions. The June 14, 1998 thunderstorm caused massive tree and wind damage causing about 31,000 customers to be without power. The July 22, 1998 thunderstorm caused outages to about 23,000 customers.

**AmerenUE 1999 Reliability Assessment****B. Number and Causes of Controllable Interruptions for 1999**

<b>CAUSES</b>	<b># OF INTERRUPTIONS</b>	<b>% TOTAL INTERRUPTIONS</b>
Other Alternative Retail Electric Supplier	0	0
Jurisdictional Entity / Contractor Personnel- Errors	27	5.6
Customer	0	0
Public	0	0
Weather Related	0	0
Animal Related	0	0
Tree Related	101	21.0
Overhead Equipment Related	0	0
Underground Equipment Related	2	0.4
Intentional	351	73.0
Transmission and Substation Related	0	0
Unknown	0	0
Other	0	0

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Number and Causes of Controllable Interruptions for 1998:

CAUSES	# OF INTERRUPTIONS	% TOTAL INTERRUPTIONS
Other Alternative Retail Electric Supplier		
Jurisdictional Entity / Contractor Personnel- Errors		
Customer		
Public		
Weather Related		
Animal Related		
Tree Related		
Overhead Equipment Related		
Underground Equipment Related		
Intentional		
Transmission and Substation Related		
Unknown		
Other		

AmerenUE was unable to track controllable interruptions for 1998.

[ 411.120 b) 3) D) ]

### C. Number of Interruptions Due to Other Electric Supplier

AmerenUE had no customer service interruptions due to another electric supplier in 1998 nor 1999.

[ 411.120 b) 3) E) ]

### D. Comparison of Interruption Frequency and Duration for Customers with Alternative Electric Supplier

As of December 31, 1999, all of AmerenUE customers purchased electric energy from AmerenUE. Therefore, it is not applicable to compare interruption frequency and duration between customers buying electric power from AmerenUE versus an alternative electric supplier for 1998 nor 1999.

[ 411.120 b) 3) F) ]

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### V. Service Reliability Information – Company Wide

A. AmerenUE experienced the following SAIFI, CAIDI and CAIFI reliability indices:

DISTRICT	SAIFI	CAIDI	CAIFI
Illinois – 1998	2.23	519 minutes	N/A
Illinois – 1999	1.55	169 minutes	2.24

CAIFI index is not available for 1998.

[ 411.120 b) 3) H ) ]

In 1998, several major storms occurred causing most of the customer interruptions. The June 14, 1998 thunderstorm caused massive tree and wind damage leaving about 31,000 customers to be without power. The July 22, 1998 thunderstorm caused outages to about 23,000 customers.

B. Below is a summary of the interruptions by Cause Category experienced by AmerenUE for 1999:

CAUSES	# OF INTER- RUPTIONS	% TOTAL INTER- RUPTIONS	CUSTOMER MINUTES OUT	% CUSTOMER MINUTES OUT
Other Alternative Retail Electric Supplier	0	0	0	0
Jurisdictional Entity / Contractor Personnel-Errors	48	1.9	19585	0.1
Customer	84	3.3	91159	0.5
Public	104	4.1	549909	3.3
Weather Related	448	17.5	8526487	50.5
Animal Related	7	0.3	12589	0.1
Tree Related	334	13.1	1049867	6.2
Overhead Equipment Related	523	20.5	3322813	19.7
Underground Equipment Related	32	1.3	113758	0.7
Intentional	372	14.6	322271	1.9
Transmission and Substation Related	24	0.9	1028008	6.1
Unknown	438	17.1	610615	3.6
Other	141	5.5	1231356	7.3

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Below is a summary of the interruptions by Cause Category experienced by AmerenUE for 1998:

CAUSES	# OF INTER- RUPTIONS	% TOTAL INTER- RUPTIONS	CUSTOMER MINUTES OUT	% CUSTOMER MINUTES OUT
Other Alternative Retail Electric Supplier	0	0	0	0
Jurisdictional Entity / Contractor Personnel- Errors	64	1.9	56492	0.1
Customer	68	2.0	53544	0.1
Public	68	2.0	194780	0.3
Weather Related	1413	41.5	66557653	91.2
Animal Related	8	0.2	18631	0.1
Tree Related	312	9.2	1593334	2.2
Overhead Equipment Related	771	22.7	3550653	4.9
Underground Equipment Related	23	0.7	168573	0.2
Intentional	208	6.1	222959	0.3
Transmission and Substation Related	0	0.0	0	0.0
Unknown	380	11.2	467674	0.6
Other	87	2.6	86055	0.1

[411.120 b) 3) G) ii)]

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C. AmerenUE received the following ICC service reliability complaints for 1999.

Date	Case No. and Location	Complaint	Resolution
02/23/99	#503964 3092 East Homer Adams Parkway Alton	Customer wanted \$1,000 damages due to power surge and power failure.	Explained to customer that jumper wire failed on 34kv line due to high winds. Refused to pay claim. ICC informed.
04/08/99	#508039 4764 Warnock Collinsville	Customer complained about frequent outages.	Developed list of 6 outages between 1996 and 1999, with 3 in '99 (1/2, 3/22, 4/3). All 3 in '99 due to storms. Previous 3 due to routine maintenance. Informed customer & ICC.
06/08/99	#514257 819 N. 72nd East St. Louis	Customer complained about frequent outages.	Customer had 3 outages in 1999 (6/1, 6/6, and 6/7). Also 3 in '98 (7/22, 8/5, and 9/13). We replaced transformer & had forestry trim trees. Informed ICC & customer what we were doing.
06/15/99	#515036 634 Barkley Granite City	Customer complained about frequent outages.	Customer had 4 outages in 1999, (1/2, 3/22, 4/3, and 6/8) totaling 18 hours 30 minutes with the last 2 due to storms. We informed customer and ICC that we would: separate loads, trim trees, add L/A's, check connections and poles.
09/10/99	#525613 503 Beacon Street Alton	Customer complained about outage where he wasn't notified.	Informed ICC and customer of our policy: crew does not notify when number of customers affected by crew's job is over 10.

[411.120 b) 3) G) vi)]

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### VI. Service Reliability Information – Operating Areas

- A. AmerenUE operating area's qualitative characteristics are included as Attachment C.
- B. Listed below are AmerenUE worst-performing distribution circuits when ranked by SAIFI , CAIDI, and CAIFI indices for 1999:

Feeder circuit	SAIFI
341-003	3.4
310-052	3.3

Feeder circuit	CAIDI
374-052	601
308-002	585

Feeder circuit	CAIFI
310-052	3.3
374-069	3.1

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Listed below are AmerenUE worst-performing distribution circuits when ranked by SAIFI , CAIDI, and CAIFI indices for 1998:

Feeder circuit	SAIFI
342-003	6.1
328-002	5.7

Feeder circuit	CAIDI
305-002	3254
330-003	3153

Feeder circuit	CAIFI
N/A	N/A
N/A	N/A

[411.120 b) 3) I)]

## VII. Operating & Maintenance History of Worst-Performing Circuits with Action Plans

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[411.120 b) 3) J)]

### Feeder circuit 341-003

#### Outage History

There were a total of 20 outages affecting various sections of this distribution feeder. Five outages were caused by weather, seven outages were caused by tree related contacts, one outage was caused by public damage, and one outage was caused by an unknown cause. Six of the outages were caused by overhead equipment failures due to fuse operation, wire down, wire burnt (twice), and transformer failures (twice).

#### Actions Taken or Planned

For the overhead equipment failures, the fuses were replaced, the wires were repaired and the failed transformers were replaced. For the tree related outages, the trees were cleared. For the public vehicle damage outage, the pole and wires were replaced. Other actions taken included the installation of a fused switch and the repair of a broken guy wire. The trees along this circuit are scheduled to be trimmed in 2000.

Approximate cost of actions: \$ 55,000

### Feeder circuit 310-052

#### Outage History

There were a total of 45 outages affecting various sections of this distribution feeder. Eight outages were caused by weather, eight outages were caused by tree related contacts, one outage was caused by animal contact, four outages were caused by public damage, and three outages were caused by customers' equipment. Twenty-one of the outages were caused by overhead equipment failures due to fuse operations (nine times), recloser operations (twice), wire down (twice), one capacitor bank failure, six transformer failures, and one unknown cause.

#### Actions Taken or Planned

For the overhead equipment failures, the wires were repaired, the failed capacitor bank was replaced, and the failed transformers were replaced with larger transformers. Lightning arrestor protection was installed on the single 34kv supply to the substation and on the backbone of this circuit. Additional disconnect switches will be added to the backbone of this circuit and one or two reclosers will be replaced with larger reclosers to allow for additional tap protection. In 1999, trees along circuit were hot spot trimmed for reliability. All of the trees along this circuit are scheduled to be trimmed in 2000.

Approximate cost of actions: \$ 180,000.

**Feeder circuit 374-052**

Outage History

There was a total of 1 outage that occurred on this distribution feeder. The outage was due to a broken pole during strong winds, causing a 10 hour and 1 minute for all five customers on this feeder while the pole was replaced.

Actions Taken or Planned

The pole was replaced and service was restored. No additional work is planned.

Approximate cost of actions: \$ 3,300.

**Feeder circuit 308-002**

Outage History

There were a total of 3 outages affecting various sections of this distribution feeder. One outage occurred during strong winds when a pole broke causing a 10 hour and 54 minute outage to ten customers while the pole was replaced. The other two outages were to one customer when the customer's fuses blew when starting a large motor.

Actions Taken or Planned

The pole was replaced and service was restored. No additional work is planned.

Approximate cost of actions: \$ 3,500.

**Feeder circuit 374-069**

Outage History

There were a total of 17 outages affecting various sections of this distribution feeder. Four outages were due to weather, four outages were due to tree related contacts, one outage was due to animal (snake) contact, two outages were due to customer equipment, and five outages were due to public vehicle damage. One overhead equipment outage was due to wire down.

Actions Taken or Planned

For the tree related outages, the trees were cleared. For the animal outage, the snake was removed. For the public vehicle damage outages, the pole and wires were repaired and/or replaced. For the overhead equipment failures, the wires were repaired. Other actions taken included installation of additional fuse switches, installation of additional sectionalizing switches, and repair of miscellaneous items on a 1.2 mile section of circuit. Additional

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planned work include the installation of additional fused switches and replacement of existing switches.

Approximate cost of actions: \$ 12,800.

### **VIII. Company Contact**

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For further information regarding this report, contact:

Michael S. Gillson

District Manager

AmerenUE

500 E. Broadway

East St. Louis, Illinois 62201

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### Attachment A – Customer Satisfaction Survey

#### 1999 Customer satisfaction survey

Commercial & Industrial (C&I) AmerenUE Illinois Customers – 27 customers surveyed

Residential AmerenUE Illinois Customers – 144 customers surveyed

I would like to know how you rate your electric company overall on a scale of “1” to “7”, where “1” means “very unfavorable” and “7” means “very favorable.” The more favorable you generally feel toward your electric company, the higher the number you would give.

	<b>Very unfavorable</b>					<b>Very (Don't favorable know)</b>		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
C&I AmerenUE Overall 1999	4%	4	0	15	38	10	25	4
Residential AmerenUE Overall 1999	3%	1	3	12	28	19	32	2

Based on what you have seen or heard about the price of electricity around the country, how does the price you pay for electricity compare to what other pay?

1. Much more expensive than others
2. Somewhat more expensive than others
3. About the same price as others
4. Somewhat less expensive than others
5. Much less expensive than others
6. (Don't know)

	<b>1.</b>	<b>2.</b>	<b>3.</b>	<b>4.</b>	<b>5.</b>	<b>6.</b>
C&I AmerenUE Overall 1999	4%	22	41	10	1	22

Now I'm going to read you a list of things that people may expect from their electric company. As I mention each thing, I'd like you to tell me how well you think your electric company performs in this area using a scale of “1” to “7,” where “1” is “poor” and “7” is “excellent.”

Employees who are understanding and courteous, and help customers when they have questions or problems.

	<b>Poor</b>					<b>(Don't Excellent know)</b>		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
C&I AmerenUE Overall 1999	10%	9	4	6	23	17	30	0
Residential AmerenUE Overall 1999	5%	3	2	9	13	17	47	5

Providing reliable, high quality service without frequent interruptions.

	<b>Poor</b>					<b>(Don't Excellent know)</b>		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
C&I AmerenUE Overall 1999	4%	0	4	4	35	26	26	0
Residential AmerenUE Overall 1999	2%	3	2	6	17	27	42	0

Restoring service quickly after a service interruption

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	<b>Poor</b>					<b>Excellent</b>			<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	0%	17	1	17	20	13	30	0	
Residential AmerenUE Overall 1999	3%	1	4	10	22	19	40	1	

Billing statements that are easy to understand and provide useful information

	<b>Poor</b>					<b>Excellent</b>			<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	4%	4	4	0	30	32	25	0	
Residential AmerenUE Overall 1999	2%	1	6	8	14	21	47	2	

Responding to customer inquiries promptly and efficiently

	<b>Poor</b>					<b>Excellent</b>			<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	4%	15	1	14	32	13	20	0	
Residential AmerenUE Overall 1999	2%	3	11	8	15	20	38	3	

Offering programs and services to help customers control their energy use and the amount of their bills

	<b>Poor</b>					<b>Excellent</b>			<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	9%	17	6	17	24	6	16	4	
Residential not surveyed on this question									

Working hard to keep rates as low as possible

	<b>Poor</b>					<b>Excellent</b>			<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	17%	6	10	17	12	4	14	19	
Residential not surveyed on this question									

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Providing energy that is consistent, without power surges or variations in quality

	<b>Poor</b>				<b>Excellent</b>				<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	4%	4	10	9	24	24	23	0	
Residential AmerenUE Overall 1999	1%	2	3	9	16	29	38	1	

Doing preventative maintenance, including tree trimming and maintaining lines and equipment

	<b>Poor</b>				<b>Excellent</b>				<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	9%	4	1	11	36	15	19	4	
Residential AmerenUE Overall 1999	10%	5	3	10	16	16	33	6	

Planning for the future reliability of electric service to meet the needs of the area

	<b>Poor</b>				<b>Excellent</b>				<b>(Don't know)</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
C&I AmerenUE Overall 1999	9%	4	4	12	16	14	17	23	
Residential AmerenUE Overall 1999	2%	2	3	10	18	19	26	19	

**Thinking of your most recent contact, what was your reason for contacting the company?**

01. (Question about a bill size)
02. (Arrange extended payment/Avoid service cutoff)
03. (Question an estimated bill)
04. (Check/test meter equipment)
05. (Specific service/repair request)
06. (Moved/Changed address)
07. (Inquiry about a program)
08. (Interruption of power/Problem with electricity)
09. (No bill received)
10. (New service installation)
11. (General inquiry)
12. (Other)
13. (Don't know)

	<b>01.</b>	<b>02.</b>	<b>03.</b>	<b>04.</b>	<b>05.</b>	<b>06.</b>	<b>07.</b>	<b>08.</b>	<b>09.</b>	<b>10.</b>	<b>11.</b>	<b>12.</b>	<b>13.</b>
C&I AmerenUE Overall 1999	29%	0	0	0	15	0	0	39	0	7	0	10	0
Residential not surveyed													

**Which of the following best describes your most recent contact with your electric company or its employees?**

1. I called the company with a request or problem

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2. I received a call from the company about a new program or service
3. The company called me to follow up on a problem or request
4. The company left a note at my home
5. (Other)
6. (Don't know)

	1.	2.	3.	4.	5.	6.
Residential AmerenUE Overall 1999	80%	4	4	2	5	5

Specifically, why did you contact your electric company?

1. (Power outage)
2. (Question on billing)
3. (Credit/collection problems)
4. (Question about Ameren)
5. (Energy conservation)
6. (Change/update account information)
7. (Meter/Meter reading)
8. (Other)\*
9. (Don't know)

	1.	2.	3.	4.	5.	6.	7.	8.	9.
Residential AmerenUE Overall 1999	44%	27	2	0	0	2	4	20	0

Overall, how satisfied were you with the way your inquiry or request was handled? Were you very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

1. Very satisfied
2. Somewhat satisfied
3. Not very satisfied
4. Not satisfied at all
5. (Don't know)

	1.	2.	3.	4.	5.
C&I AmerenUE Overall 1999	42%	34	15	10	0
Residential AmerenUE Overall 1999	63%	23	4	9	2

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### 1998 customer satisfaction survey

Commercial & Industrial (C&I) AmerenUE Illinois Customers – 35 customers surveyed

Residential AmerenUE Illinois Customers – 165 customers surveyed

I would like to know how you rate your electric company overall on a scale of “1” to “7”, where “1” means “very unfavorable” and “7” means “very favorable.” The more favorable you generally feel toward your electric company, the higher the number you would give.

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	0%	0%	3%	6%	32%	36%	19%	3%
<b>Residential</b>	2%	5%	3%	8%	26%	17%	38%	1%

Based on what you have seen or heard about the price of electricity around the country, how does the price you pay for electricity compare to what other pay?

	<b>C&amp;I</b>	<b>Residential</b>
1. Much more expensive than others	0%	5%
2. Somewhat more expensive than others	19%	14%
3. About the same price as others	25%	30%
4. Somewhat less expensive than others	13%	23%
5. Much less expensive than others	0%	3%
6. (Don't know)	43%	25%

Now I'm going to read you a list of things that people may expect from their electric company. As I mention each thing, I'd like you to tell me how well you think your electric company performs in this area using a scale of “1” to “7,” where “1” is “poor” and “7” is “excellent.”

Employees who are understanding and courteous, and help customers when they have questions or problems.

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	0%	0%	3%	17%	28%	30%	19%	3%
<b>Residential</b>	5%	2%	3%	8%	16%	26%	31%	9%

Providing reliable, high quality service without frequent interruptions.

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	3%	0%	3%	6%	15%	36%	37%	0%
<b>Residential</b>	1%	1%	4%	6%	16%	23%	46%	2%

Restoring service quickly after a service interruption

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	3%	0%	3%	6%	38%	22%	25%	3%
<b>Residential</b>	3%	2%	4%	10%	12%	28%	37%	4%

Billing statements that are easy to understand and provide useful information

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	0%	3%	6%	3%	22%	40%	26%	0%
<b>Residential</b>	1%	2%	5%	9%	15%	20%	47%	1%

## AmerenUE 1999 Reliability Assessment

Responding to customer inquiries promptly and efficiently

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	3%	0	3%	9%	36%	24%	19%	6%
<b>Residential</b>	1%	1%	5%	8%	22%	20%	37%	6%

Offering programs and services to help customers control their energy use and the amount of their bills

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	9%	6%	9%	13%	34%	12%	13%	3%
<b>Residential</b>	not surveyed on this question							

Working hard to keep rates as low as possible

	1	2	3	4	5	6	7	Don't Know
<b>C&amp;I</b>	6%	10%	9%	21%	15%	9%	3%	26%
<b>Residential</b>	not surveyed on this question							

How many times in the past year have you lost power?

	<b>C&amp;I</b>	<b>Residential</b>
1. Once	24%	not surveyed on this question.
2. Twice	32%	
3. Three times	17%	
4. Four times	3%	
5. Five times	0%	
6. Six times	6%	
7. Seven times	0%	
8. Eight times	0%	
9. Nine times	0%	
10. Ten or more times	0%	
11. None	15%	
12. Don't know	3%	

**C&I** -Thinking of your most recent contact, what was your reason for contacting the company?

	<b>C&amp;I</b>
1. Question about a bill size	14%
2. Arrange extended payment/Avoid service cutoff	0%
3. Question an estimated bill	0%
4. Check/test meter equipment	0%
5. Specific service/repair request	6%
6. Moved/Changed address	6%
7. Inquiry about a program	0%
8. Interruption of power/Problem with electricity	44%
9. No bill received	0%
10. New service installation	6%
11. General inquiry	6%
12. Other	17%
13. Don't know	0%

## AmerenUE 1999 Reliability Assessment

**Residential** – Which of the following best describes your most recent contact with your electric company or its employees?

---

- |  |     |
|--|-----|
| 1. I called the company with a request or problem                    | 83% |
| 2. I received a call from the company about a new program or service | 2%  |
| 3. The company called me to follow up on a problem or request        | 5%  |
| 4. The company left a note at my home                                | 0%  |
| 5. (other)   | 6%  |
| 6. (Don't know)  | 4%  |

**Residential** – Specifically, why did you contact your electric company?

- |                                      |     |
|--------------------------------------|-----|
| 1. Power Outage                      | 43% |
| 2. Question on billing               | 21% |
| 3. Credit/collection problems        | 5%  |
| 4. Question about Ameren             | 0%  |
| 5. Energy conservation               | 0%  |
| 6. Change/update account information | 5%  |
| 7. Meter/Meter reading               | 2%  |
| 8. Other                             | 25% |
| 9. Don't know                        | 0%  |

Overall, how satisfied were you with the way your inquiry or request was handled? Were you satisfied, not very satisfied, or not satisfied at all?

- |                         | <b>C&amp;I</b> | <b>Residential</b> |
|-------------------------|----------------|--------------------|
| 1. Very satisfied       | 64%            | 57%                |
| 2. Somewhat satisfied   | 24%            | 29%                |
| 3. Not very satisfied   | 6%             | 2%                 |
| 4. Not satisfied at all | 6%             | 12%                |
| 5. Don't know           | 0%             | 0%                 |

## AmerenUE 1999 Reliability Assessment

### Attachment B – Distribution and Transmission Plant

Listed below is the 1999 distribution and transmission report listing the age of the facilities, the ratio of the expenditures to investment and the average remaining depreciation lives of the facilities expressed as a percentage of total depreciation lives.

#### AmerenUE Illinois Transmission Plant

<u>Description</u>	<u>Average Age (1)</u>	<u>Remaining Depreciable Life</u>	<u>Total Depreciation</u>	<u>(A) %</u>
Land and Land Rights	(3)	(2)		
Substation Structures	(3)	(3)		
Substation Equipment	28.4	21.6	50.0	43.20%
Towers and Fixtures	29.8	20.2	50.0	40.40%
Poles and Fixtures	28.2	14.8	43.0	34.42%
Overhead Conductor and Devices	23.9	36.1	60.0	60.17%
Roads and Trails	86.5	48.5	135.0	35.93%

Total Plant In-Service (12/31/99) \$68,120,709.00

(A) - Percentage of average remaining depreciation lives to total depreciation lives.

#### AmerenUE Illinois Distribution Plant

<u>Description</u>	<u>Average Age (1)</u>	<u>Remaining Depreciable Life</u>	<u>Total Depreciation</u>	<u>(A) %</u>
Land and Land Rights	26.6	(4)	26.6	100.00%
Substation Structures	33.9	27.1	61.0	44.43%
Substation Equipment	25.3	18.7	44.0	42.50%
Poles and Fixtures	18.1	15.9	34.0	46.76%
Overhead Conductor and Devices	18.1	17.9	36.0	49.72%
Conduit	27.4	56.6	84.0	67.38%
Underground Conductor and Devices	16.5	28.5	45.0	63.33%
Transformers	31.5	8.5	40.0	21.25%
Services - Overhead	19.1	16.9	36.0	46.94%
Services - Underground	10.9	34.1	45.0	75.78%
Meters	15.6	20.4	36.0	56.67%
Installations on Customer Premises	26.2	19.8	46.0	43.04%
Street Lighting and Signaling	12.3	10.7	23.0	46.52%

Total Plant In-Service (12/31/99) \$141,914,254.00

(A) - Percentage of average remaining depreciation lives to total depreciation lives.

- (1) The average of age of facilities was determined by using aged plant-in-service balances at 12/31/99 and was calculated using the Gannett Fleming Depreciation Programs.
- (2) Transmission land is not depreciated & land rights are amortized at a rate of 1% per year.
- (3) The average age is not available for Illinois Transmission Land and Structures.
- (4) Distribution land is not depreciated.

## AmerenUE 1999 Reliability Assessment

1999 Transmission Expenditures	\$2,627,000
Transmission Investment	\$68,120,709.00
Ratio of Transmission Expenditures/Transmission Investment	0.04
1999 Distribution Expenditures	\$11,234,000
Distribution Investment	\$141,914,254.00
Ratio of Distribution Expenditures/Distribution Investment	0.08

Listed below is the facility plant information for 1998.

### AmerenUE Illinois Transmission Plant

<u>Description</u>	<u>Average Age (1)</u>	<u>Remaining Depreciable Life</u>	<u>Total Depreciation</u>	<u>(A) %</u>
Land and Land Rights	(3)	(2)		
Substation Structures	(3)	(3)		
Substation Equipment	27.8	22.2	50.0	44.40%
Towers and Fixtures	31.0	19.0	50.0	38.00%
Poles and Fixtures	28.2	14.8	43.0	34.42%
Overhead Conductor and Devices	24.1	35.9	60.0	59.83%
Roads and Trails	85.5	49.5	135.0	36.67%

Total Plant In-Service (12/31/98) \$61,770,414.83

(A) – Percentage of average remaining depreciation lives to total depreciation lives.

### AmerenUE Illinois Distribution Plant

<u>Description</u>	<u>Average Age (1)</u>	<u>Remaining Depreciable Life</u>	<u>Total Depreciation</u>	<u>(A) %</u>
Land and Land Rights	25.6	(4)	25.6	100.00%
Substation Structures	33.8	27.2	61.0	44.59%
Substation Equipment	24.8	19.2	44.0	43.64%
Poles and Fixtures	18.0	16.0	34.0	47.06%
Overhead Conductor and Devices	16.2	19.8	36.0	55.00%
Conduit	27.0	57.0	84.0	67.86%
Underground Conductor and Devices	16.2	28.8	45.0	64.00%
Transformers	30.9	9.1	40.0	22.75%
Services – Overhead	18.0	18.0	36.0	50.00%
Services – Underground	10.5	34.5	45.0	76.67%
Meters	17.6	18.4	36.0	51.11%
Installations on Customer Premises	25.2	20.8	46.0	45.22%
Street Lighting and Signaling	11.9	11.1	23.0	48.26%

Total Plant In-Service (12/31/98) \$138,738,681.33

(A) – Percentage of average remaining depreciation lives to total depreciation lives.

## AmerenUE 1999 Reliability Assessment

- (1) The average of age of facilities was determined by using aged plant-in-service balances At 12/31/98 and was calculated using the Gannett Fleming Depreciation Programs.
- (2) Transmission land is not depreciated & land rights are amortized at a rate of 1% per year.
- (3) The average age is not available for Illinois Transmission Land and Structures.
- (4) Distribution land is not depreciated.

1998 Transmission Expenditures	\$6,663,000
Transmission Investment	\$61,770,414
Ratio of Transmission Expenditures/Transmission Investment	0.11
1998 Distribution Expenditures	\$8,743,000
Distribution Investment	\$138,738,681
Ratio of Distribution Expenditures/Distribution Investment	0.06

**Attachment C – Operating Area Qualitative Assessment**

The transmission and distribution system in the AmerenUE consists of overhead and underground facilities located in both urban and semi-rural areas. The majority of the facilities are located in urban areas. These facilities are inspected and maintained on a regular basis. The general terrain is flat with some hills. Based on the routine visual inspections indicating the physical condition of the facilities and the reliability indices indicating the quantity and causes of the electrical interruptions, the transmission and distribution facilities in this operating area are considered to be in good condition.